

USMC PQDR Program Standard Procedure



PQDR USERS GUIDE

Marine Corps Logistics Command
Logistics Services Management Center (LSMC)
Supply Integration Division P563
814 Radford Blvd, Suite 20225
Albany Georgia 31704-0225

DSN 567-9054

SMBLOGCOMPQDRSTRACKING@USMC.MIL
<http://www.logcom.usmc.mil/pqdr>

Preface

The PQDR Screening Point, MARCORLOGCOM, Albany GA, manages the USMC PQDR Program and is responsible for providing guidance, technical assistance, and training on the PQDR Program and the Product Data Reporting and Evaluation Program (PDREP) to the Operational and Fleet Marine Forces, Camps, Bases, and Stations. This document was developed to assist Marines and Government employees in understanding and participating in the PQDR Program. The Originator, Originating Point, Screening, Action, and Support Point responsibilities were taken from the joint Order on the PQDR Program, SECNAVINST 4855.5B. This Standard Procedure supersedes the USMC PQDR Program Users Manual revision February 2008. Additional information is located on the PQDR Screening Point website, <http://www.logcom.usmc.mil/pqdr>.

Recommendations for changes and improvements to this document are encouraged. Email recommendations to SMBLOGCOMPQDRSTRACKING@USMC.MIL.

TABLE OF CONTENTS

PQDR Program Objectives	1
How Do I Submit A PQDR?	2
Glossary	3
PQDR Process Flow Chart	5
Originator Responsibilities	6
Originating Point Responsibilities	8
Screening Point Responsibilities	10
Screening Point Guidelines for Determining Adequacy of Final Responses	12
Action Point Responsibilities	14
Support Point Responsibilities	18
Qualifications and Procedures for Processing PQDRs	20
Figure 1 – DD Form 1575 and DD Form 2332	21
Exemptions	22
Time Frames	23
PQDR General Preparation Instructions	25
Frequency Asked Questions	29
Figure 2 - Rebuild/Repair Tags	35
Results and Benefits of the PQDR Program	36
PQDR Program Points of Contact	37

PQDR Program Objectives

Prevent Recurring Deficiencies

Maximize Mission and Operational Effectiveness

Improve User Satisfaction with Marine Corps Materiel

What deficiencies are reportable?

Premature equipment failures

Deficiencies detected on new / newly reworked
Government-owned products

Deficiencies in design, specification, material, manufacturing, and
workmanship that result in a product not fulfilling its fit, form, and/or
function

Why Submit a PQDR?

Replacement parts or equipment repair may be free of charge,
if the defective item is a replacement part managed by DLA.

It gives the customer a way to provide feedback quality data to activities responsible for design, development, purchasing, production, supply, maintenance, contract administration, and other functions so that action can be initiated to determine root cause, take corrective action (item repaired, replaced, or credit authorized), and prevent recurring product quality deficiencies.

Future procurements may be improved,
if the drawings and specifications are updated.

When cause is attributed to the Contractor, the failure information then becomes Contractor Past Performance Information (PPI) data. The FAR requires the PPI be reviewed during the source selection process. This allows Contracts to be awarded based on "best value" rather than the lowest bid.

How Do I Submit a PQDR?

Use the Internet!

You may now submit **PQDRs** via the Internet one of two ways:

Use the web-based system **PDREP** - Product Data Reporting and Evaluation Program

- To do so, a **PDREP User ID** is required.
- To obtain a PDREP User ID, go to the **NAVSEALOGCTR Portsmouth NH web site** <https://www.pdrep.csd.disa.mil>.
- When the page comes up, click on [User Access Request](#), and follow the directions for completing and submitting the form.

Note: You will need your unit's dodaac/unit code

- PDREP has training links for each step of the PQDR submittal process.
- If you have any questions about filling out the User Access Form or with using the PDREP system, call the USMC PQDR Screening Point, DSN 567-9054, Commercial 229-639-9054.
- NOTE: A PDREP account is preferred as it gives you visibility of your submitted PQDRs, however if for some reason you cannot get access to PDREP you can also submit a PQDR by using

EZ PQDR

Electronic PQDR Submission (to be used only when a PDREP users account is possible or feasible)

- Go to <https://www.pdrep.csd.disa.mil> and click on the On-line EZ-PQDR link.
- Complete the form and click on the Submit PQDR to Screening Point button.
- The PQDR screening point will contact you via email if you have not provided sufficient information for PQDR submittal.

Glossary

- 1. Action Point.** Designated Service, or Agency focal point that investigates and resolves a reported deficiency. An Action Point often collaborates with a Support Point.
- 2. Category I Deficiency Report.** A critical defect that could cause death, injury, severe occupational illness, major damage to a weapon system, loss of combat readiness, or depot production-line stoppage. Category I classifications will not be used to expedite receipt of replacement material.
- 3. Category II Deficiency Report.** A major or minor defect not meeting the criteria of a Category 1 deficiency defined above.
- 4. Closure.** PQDRs are closed when the investigation into the assignable cause is determined, corrective and preventive action is initiated, credit and disposition instructions for the materiel are provided, and exhibit disposition is initiated.
- 5. Corrective Action.** Those actions taken to correct: the reported deficient item, all other defective stocked items, and those in the supply pipeline. Corrective Action includes repair, replacement, alert notification, and segregation/screening/disposition of existing materiel. Also included are restitution actions for the defective items, e.g. credit, partial credit, refund, or substitution of a like product.
- 6. Information Only Report.** *A deficiency report written by a PQDR Originator to report and document a deficiency, but the deficiency was corrected on-site and no further corrective action is required.* Information Only Reports are sent to the Action Point as a “copy furnished”, but an investigative response is not required on their part. However, assuring corrective/preventive action and verifying contractor compliance may require local action.
- 7. Interim Reply.** Correspondence used to advise that the response time frames cannot be met. Interim replies will include: current status and preliminary findings of the investigation, anticipated completion date of the investigation or due date of the next update. If the PQDR was forwarded to a Support Point for assistance, the interim response will also provide status of follow-up action with the Support Point.
- 8. Originator.** The individual discovering defective materiel and initiates a PQDR.
- 9. Originating Point.** A Marine Corps Unit, Activity or Contractor that finds or is made aware of a product quality deficiency and reports it to the designated Component Screening Point. The Maintenance Management Officer/Office normally serves as the Originating Point within a Command.
- 10. Preventive Actions.** Those actions taken to prevent recurrence of the deficiency. These include design/specification/drawing changes, changes to procurement technical data packages for future buys, issuance of Quality Assurance Letters of Instructions, notices to Contractors, procedural changes, and process changes.
- 11. Product Quality Deficiency.** A defect or nonconforming condition detected on new or newly reworked Government-owned products, premature equipment failures, and products that do not fulfill their expected purpose, operation or service due to deficiencies in design, specification, materiel, manufacturing, and workmanship.

12. Quality Deficiency Data. Objective evidence that supports unsatisfactory new/newly reworked (Government or contractor) materiel, premature equipment failure, and products that do not fulfill their expected purpose, operation or service. The data may be as simple as the Originating Point's internal report form that initially recorded the deficiency. Of prime importance is the requirement for documentation based on direct examination, test, or procedural review.

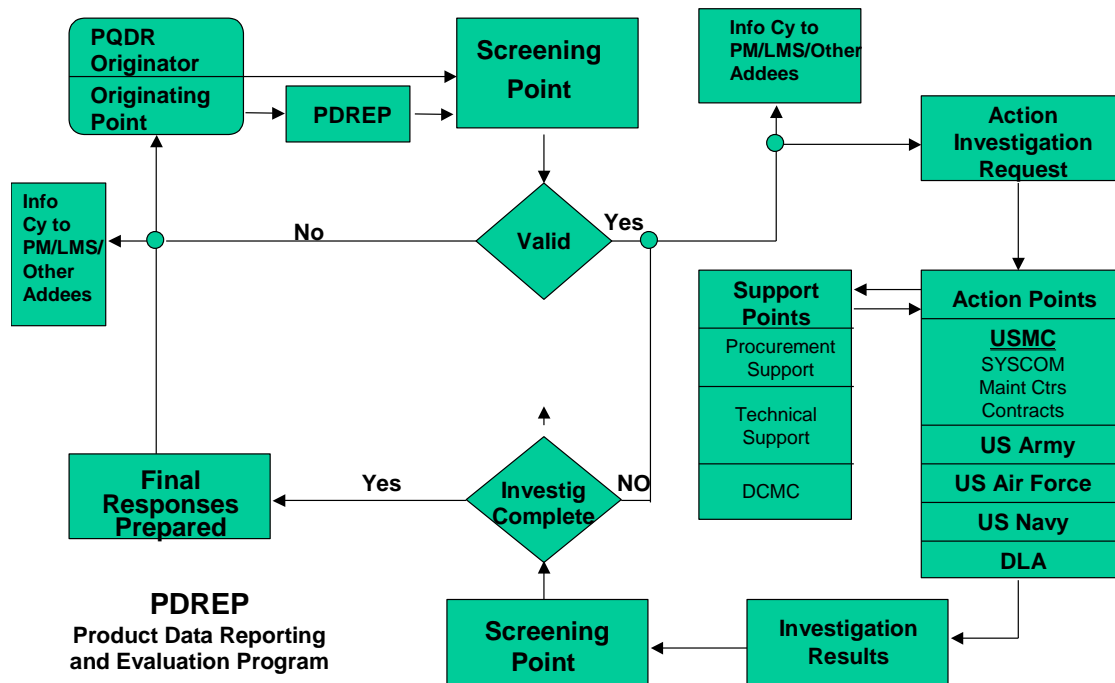
13. Quality Investigation. A comprehensive investigation conducted by the organization responsible for materiel quality within the Action/Support Point to determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective and preventive action will be initiated when inadequacies are identified.

14. Product Data Reporting and Evaluation (PDREP). PDREP is a web-based system that may be used to create and submit a PQDR. The system is designed to track quality and delivery performance on material/services procured by the Navy, Marine Corps, and Defense Logistics Agencies. PDREP provides on-line access to many different types of deficiency reports and stores quality information on new and newly reworked equipment. **PDREP is the primary source to create and submit PQDRs.**

15. Screening Point. The Quality Assurance Office (P563) aboard the Marine Corps Logistics Command, Albany, GA is the USMC PQDR Screening Point and manages the Marine Corps PQDR Program. The Screening Point reviews the PQDR for proper categorization, validity, and correctness of data provided by the Originating Point. This Office forwards the PQDR to the proper Action Point; maintains an audit trail for each PQDR, reviews the closing response from the Action Point, resolves differences with the Action Point.

16. Support Point. Any Activity that assists the Action Point by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

PQDR Process Flow



Note: The preferred method of PQDR submission is via PDREP. If received by any other means, the Screening Point creates a record in PDREP for the PQDR. Once a PQDR leaves the Screening Point it is always processed within PDREP throughout the remainder of the process.

Originator Responsibilities

(Excerpt from SECNAVINST 4855.5_, Product Quality Deficiency Report Program)

Note: The information provided in ***bold italics*** has been edited for unique Marine Corps procedures.

Report Originators will:

- Prepare and forward PQDR information to their designated PQDR **Originating Point** on each Post, Camp, Station, Base, Ship, or Activity upon identification of defective materiel.
- If no designated PQDR Originating Point has been identified, the Originator will perform the Originating Point's function. ***Forward all PQDRs directly to the USMC PQDR Screening Point, MCLC Albany GA, DoDAAC M90368 via PDREP. Do not send PQDRs directly to the Action Point, Equipment Specialist, Logistics Management Specialist, or the Program Managers Office.***
- Secure and segregate all defective materiel (PQDR exhibits) from all other materiel and classify the defective materiel/PQDR exhibits in a suspended supply Condition Code. As an exception, if the materiel is urgently needed, and the Originator determines the deficiency does not affect the safe usage of the item, or the materiel is urgently needed and the Originator is able to repair the item, the materiel may be used; however, the deficiency information must still be provided to the Originating Point, and a PQDR must still be reported giving full details of the repair, with pictures and drawings if possible.

Note: If the item is evacuated to the Float, or Electronic Maintenance Company (ELMACO), it still remains the responsibility of the individual discovering the deficiency, to submit the PQDR information to the Originating Point. As stated below, the exhibit will be identified by a DD Form 2332 and a DD Form 1575 and these tags will be attached to the exhibit. If the material is urgently needed and is forwarded to a repair facility, the tags along with a copy of the PQDR shall be attached and anyone coming in contact with the exhibit will be made aware a PQDR has been submitted.

If the deficient item is evacuated to an Intermediate Maintenance/Supply Support Activity (IM/SSA), a copy of the PQDR will be forwarded to the Repairable Issue Point (RIP) float to which the defective item is sent: IMEF to MMFAG8, IIMEF to MMFAF5, IIIMEF to MMFAF7, Hawaii to MMFAG2, Reserves to MMFAK9 and Quantico to MMFAH7.

When the IM/SSA receives the deficient item(s), they become the owner of that item for PQDR reporting purposes.

IM/SSA responsibilities: Add text to Block 22 (the Description of the Deficiency) stating which component was replaced on the End Item (Block 16a), and that the item was returned to Condition Code 'A' and placed in stock for issue, if applicable.

- **Identify defective materiel/exhibits by completing and attaching to the materiel a properly filled out DD Form 1575, Suspended Tag -- Materiel and a DD Form 2332, Product Quality Deficiency Report Exhibit. *If these forms are not available, a copy is provided on page 20 of this Standard Procedure.***

Originating Point Responsibilities

(Excerpt from SECNAVINST 4855.5_, Product Quality Deficiency Report Program)

Note: The information provided in ***bold italics*** has been edited for unique Marine Corps procedures.

Originating Points (MMO/MMC) shall:

- Review the PQDR information for completeness, validity, and accuracy, and correct the information as necessary.
- Close out and return the report to the Originator if it does not meet the PQDR reporting criteria in accordance with the directive.
- Per MCO 4855.10_, identical deficiencies of the same item may be consolidated on one PQDR. Screening Point may consolidate at the screening point if warranted.
- Obtain necessary information and prepare the PQDR, considering the following:
 - ***Assign a Report Control Number (RCN) to the PQDR.*** The RCN assigned to the PQDR by the component originating the report shall be the identifier in all-subsequent communications processed by the participating components. Each report shall be identified by a unique alphanumeric control number, developed as follows: segment one (six places) is the Department of Defense Activity Address Code (DODAAC) of the originating DoD activity (reference DoD 4000.25-6-M, DoD Activity Address Directory (DODAAD), parts II, III., and I). Segment two is the calendar year (two places). Segment three is a sequential number starting with 0001 for each new calendar year (four places); e.g., F04606040001 for Air Force; W22G1G040001 for Army, N38010040001 for Navy or M38010040001 for Marine Corps.)
 - Determine the amount of materiel defective and report the exact or suspected number of defective items in block 15c of the PQDR. ***Request the Supply Management Unit (SMU)*** to identify any additional defective stock on hand.
 - If available, include the original MILSTRIP requisition document number on all PQDR's for defective materiel. When the original document number cannot be determined, the Screening Point will assign a ***reconstructed*** document number.
 - Identify that the PQDR is being processed as a credit request, replacement, repair, information only, or "other" in block 03 of the PQDR.
 - When the address of the activity holding the exhibit is different from the PQDR Originator's address, enter the address and commercial telephone number of the exhibit holding activity in block 20. Provide the name of an individual in item 1b of the SF 368 report, with all phone numbers (Commercial/DSN), who can serve as a contact for questions.

- For warranted product, verify that the materiel failed within the contractually prescribed warranty conditions. For warranted product, the PQDR shall be used to process deficient warranted materiel only when prescribed in Service warranty
- Guidance. Whenever the PQDR is used for warranty reporting, it must be applicable to product involving a contractually prescribed warranty.

If applicable, the Originating Point shall assure defective warranted materiel is classified in a suspended supply Condition Code and assure that the “remarks” block of the DD Form 1575, **Suspended-Tag Materiel**, and the DD Form 2332 tag, **Product Quality Deficiency Exhibit**, are appropriately completed to reflect the contract number, that the item is under warranty, and provide complete comments on any repair made. Block 19, on the PQDR, will also be completed to reflect the item is under warranty and comments on any repair made. If the product must be packaged for shipment, the Originating Point will mark the outside of the packaging container with “To Be Opened in the Presence of a Government Representative -- PQDR Exhibit/Warranted Item.”

- Attempt to complete all data elements on the PQDR. Add any additional information available. While completion of all data elements is desired, submittal of the PQDR should not be delayed because a block could not be filled out. Please contact the Screening Point at 229 639 9054 (DSN 567) if you have any questions or problems filling out the form.
- Defective NSN, contract number, cage and end item are necessary to determine an action point, please make every effort to locate this information. If credit is to be granted Action Point will need the original requisition number for the defective item. If the Item was overhauled please put the date of overhaul and who overhauled the item in block 3 of PQDR.
- Provide supporting documentation to the Action Point as determined necessary. Copies of documents relating to the PQDR, which facilitate investigation of the report, should be submitted as follow-on supporting documentation. For example, the submission of objective quality evidence (such as photographs, test reports, or similar data as supporting documentation) is encouraged.
- Handle exhibits as follows: The Originating point shall assure that exhibits to support the PQDR investigation are available, secured/segregated from all other materiel, identified with properly filled out tags, and in the proper Condition Code.
- Exhibit Holding Time. Exhibits shall be held 60 days by the Originating Point or until disposition instructions are received from an appropriate Screening or Action point. If after 60 days, shipping or disposition instructions have not been received, contact the Screening Point before disposing of exhibit. Exhibits shall not be repaired within the 60 day holding time unless critical mission requirements dictate. In such instances, action should be initiated to retain evidence of the deficiency through photographs, test reports, etc., that can be included with the PQDR.

Screening Point Responsibilities

(Excerpt from SECNAVINST 4855.5_, Product Quality Deficiency Report Program)

Note: The information provided in ***bold italics*** has been edited for unique Marine Corps procedures.

- ***Maintain*** a product quality deficiency reporting system ***in compliance*** with SECNAVINST 4855.5_ ***and*** supplementing instructions ***MCO 4855.10_***.
- Provide guidance and technical assistance to Originating Points, ***other DOD*** Screening Points, Action Points, and Support Points, to assist them in documenting, reporting, and investigating product quality deficiencies.
- Collect and analyze information, assist origination, screening, action and Support Point PQDR and exhibit processing.
- Collect and analyze historical PQDR data associated with quality, reliability, or maintainability correlated with contractor or government-caused deficiencies. In accordance with MCO 4105.2_, Marine Corps Warranty Program, provide historical data to USMC Program Manager (and other DoD Action Points), when an analysis of PQDR's indicates a trend may be developing or when requested. The collection of historical data also satisfies, in part, the requirements of the Federal Acquisition Regulation (FAR), Title 48, CFR, which also requires the collection (Recorded and Maintained) of Contractor Past Performance Information (PPI), which is to be considered in evaluating contractors during the source selection process. This information is used by Acquisition and Procurement personnel DoD wide, to insure new contracts are awarded based on best value, not the lowest bid.
- Provide ad hoc reports/data to Marine Corps representatives as requested.
- Establish surveys and training programs to assure compliance with this directive and Service implementing guidance. ***Note: This information is provided on the USMC PQDR Screening Point website at:*** <http://www.logcom.usmc.mil/pqdr>
- ***Screening Product Quality Deficiencies.*** Each Component shall establish Screening Points for Originators/Originating Points, within their Component, to send deficiency reports. These Screening Points will be the Point of Contact and liaison between the Originators/Originating Points and the Action Points. ***All PQDRs submitted by Marine Corps Personnel shall be provided to the Marine Corps Screening Point for processing.*** Screening Points will:
 - Acknowledge receipt of PQDRs to Originating Points ***(and Originator)*** within 1 day for a Category I PQDR and 10 days for a Category II PQDR.
 - Review PQDRs for validity (within the scope of the directive), e.g., proper categorization, correctness of entries, accuracy, and completion of information addresses. Obtain correct or missing information from the Originator, utilizing telephone or electronic messages, whenever possible.
 - Close out the PQDR and return it to the Originating Point if it is determined to be invalid IAW criteria set forth in the directive.

- Determine and take additional screening actions as needed, such as consolidating reports and obtaining additional information about the deficiency or the item.
- When the original MILSTRIP document number cannot be determined, assign a MILSTRIP document number, constructed as follows: the originator's DoDAAC for the first six positions, the current Julian date (YDDD) for the next four positions, and a four-position serial number beginning with "U." An example of a constructed document number is M90368 3023 U00I. In addition, when the original document number is not included, the Screening Point will include the DoDAAC of the office to receive credit and the fund code (refer to MILSBILLS fund code supplement DoD 4000.25-7-M-S-1) indicating the funds to credit. The originator will need to provide fund code/supplemental address.
- Determine the proper Action Point within or outside of the Component and assure the PQDR is forwarded to that Action Point within 1 day for a Category I PQDR and 10 days for a Category II PQDR. PQDR's assigned to MARCORSYSCOM Action Points for Marine Corps managed material, will be forwarded to the appropriate Program Manager (PM), or designated PM PQDR POC, Logistics Management Specialist (LMS), or if an LMS is not assigned, the Equipment Specialist, for action.
- Submit the PQDR to the Action Point (or other addressees as directed by the Action Point), within one day for a Category I PQDR and within 10 days for a Category II PQDR. If not designated as the Action Point, provide "info" copies to the USMC Program Manager/PM PQDR POC, Logistics Management Specialist, Equipment Specialist, and Material Manager.
- Assist Action and Support Points to obtain exhibits upon request.
- Receive and review correspondence from the Action Point. Send Interim replies to the Originating Point as received from the Action Point.
- Receive and review closeout responses from Action Points. Review final investigation report and/or closeout action for completeness and adequacy. If investigation, corrective action, or actions taken to preclude recurrence is inadequate, take appropriate action to resolve differences with the Action Point. If disposition instructions are not received, follow up with the Action Point to determine what should be done with the materiel. **(See Screening Point Guidelines for Determining Adequacy of Final Responses).**
- Provide acknowledgements via PDREP to the Originating Point, within 3 days after receipt of PQDR response from the Action Point for a Category I PQDR and 10 days for a Category II PQDR.

Screening Point Guidelines for Determining Adequacy of Final Responses

1. General Instructions: The following information provides detailed implementation guidelines for determining adequacy of final responses as required by SECNAVINST 4855.5_ and supplemented by MCO 4855.10_. It also establishes PQDR Screening Point goals and objectives when closing out PQDR investigations.

a. Prior to closing out a PQDR investigation, a formal response must be received from the assigned Action Point.

b. Support Point investigations provided directly to the Screening Point, without being endorsed by the Action Point, will not be used to close the investigations of PQDR's. The Support Point must provide the results of their investigations to the assigned Action Point. The Action Point is responsible for determining if the Support Point investigation is complete prior to providing the results of the investigation to the Screening Point. If Support Point investigations are provided directly to the Screening Point, the Action Point will be contacted to ensure they have received a copy.

2. Guidelines:

a. If the complaint was found to be valid, was the following information provided? If any of the responses were "No", the response is not adequate and will be rebutted to the Action Point, requesting the required information. This information is applicable to all PQDR's to include, items procured under warranty, non-warranty, Commercial-Off-The-Shelf (COTS), Contractor Logistics Support (CLS), and Marine Corps Common Hardware Suite.

(1) The findings of the investigation (**root cause**).

(2) Actions taken to correct the existing deficiency (Item repaired, replaced, or credit authorized).

(3) Actions taken to preclude recurrence of the deficiency.

b. If the following information is applicable, was it provided by the Action Point? If any of the responses were "No", the response is not adequate and will be rebutted to the Action Point requesting the required information. This information must be provided before a closing response is provided to the PQDR Originating Point.

(1) Disposition instructions.

(2) Statement authorizing credit. (if applicable)

(3) Warranty provisions or latent defect clauses within the contract. The response should address two distinct areas. (a) Completion of warranty provisions that corrects the defect or failure and allows the equipment to be returned to full service, use, and (b) An analysis of the incident that provides data/documentation sufficient to reveal design deficiencies or to tract trends of incidents where the design is suspect.

c. Is any type of message (Safety-of-Use, Stock Screening, etc.) required to alert Marines in the Fleet, Camps, Bases, or Stations? If the response is "Yes", The PQDR Screening Point will draft and submit the Stock Screening message for release.

d. Is there a requirement for the development of an Instruction; i.e., Modification, Technical, Lubrication, or Supply, or a change to a Stock Listing (SL), or publication? If the response is "Yes", the following actions will be taken:

- (1) PQDR and final response will be closed with a cc to the appropriate PM and LMS recommending the appropriate Instruction be published, or SL or publication be changed, or the SL or publication be updated.
- (2) PQDR will be closed with full account of investigation included. When Screening Point is alerted that recommended actions have been completed, they will update the closed record using the "additional data" field on PDREP.

Action Point Responsibilities

(Excerpt from SecNavInst 4855.5_, Product Quality Deficiency Report Program)

Note: The information provided in ***bold italics*** has been edited for unique Marine Corps procedures.

- ***Action Point Investigation and Resolution of Product Quality Deficiencies.*** Each Component shall establish Action Points to resolve deficiencies. Action Points are responsible to investigate and request appropriate Support Points to investigate reported product deficiencies for cause, obtain test and investigation results, and initiate associated corrective and preventive actions for both contractor and Government attributable product quality deficiencies. Action Points will:
 - Receive PQDRs from ***the USMC PQDR Screening Point*** and acknowledge receipt to the Screening Point within 1 day for a Category I PQDR and 10 days for a Category II PQDR. ***Copies of PQDR's received directly from a PQDR Originator/Originating Point will be forwarded to the USMC PQDR Screening Point for coordination and entry into the PQDR deficiency database. PDREP.*** Closeout and return the report to the Screening Point if the PQDR is determined to be invalid.
 - Provide initial disposition instructions to the Screening Point for materiel being held (i.e., in a suspended supply condition code) by the Originator/Originating Point, and at all other points where there is defective materiel. Take action to assure that all materiel is reclassified as soon as possible. Action Points may also provide "information copies" of Category I reports to Screening Points of known users, as necessary, to alert them to the problem.
 - Determine if the same deficiency is currently under investigation or has been resolved because of a previous report. If this situation does exist, a new investigation will not normally be initiated. The current or previous investigation results may be used to reply to the Originator. A copy of the additional PQDR will be forwarded to the responsible Support Point (***e.g. DCMA***) for informational purposes and the contractor's position relative to repair/replacement of any additional defective materiel reported.
 - Conduct an independent PQDR investigation or determine the need for investigation by a Support Point, e.g., Contract Administration Office (***DCMA***), Engineering Support Activity, Contracting, Supply Office, etc. ***Transmittal of an action request will include a copy of the PQDR, a statement of the support required and the pertinent background data which may be helpful in the investigation effort.*** Request the Support Point to provide the Action Point with investigation replies and details of corrective and preventive action, taken or planned, within 20 days for Category I; and 30 days for Category II PQDRs without exhibits. ***If an action request is not deemed appropriate, ensure that an information-only copy of the PQDR on source inspected products is provided to the appropriate Support Point for their awareness, locally determined use, and quality history records.*** Prior to release of an action request, review the PQDR to assure all available or obtainable entries are complete and accurate and the category assigned is correct. Combine multiple PQDRs for the same product and deficiency into one report when possible prior to forwarding to a Support Point. Make necessary

- changes, corrections, and additions before transmittal. Components may utilize DLAH 4105.4, DoD Directory of Contract Administration Services Components, to determine the proper Support Point.
- ***Assist the Support Point to obtain exhibits.***
- ***Monitor Support Point investigations.*** Prepare follow up request if an investigation reply is not adequate to close out the PQDR within the specified time or an interim reply has not been received denoting the expected completion date.
- ***Receive and review each investigation reply from a Support Point for completeness and adequacy.*** If corrective action is inadequate, take appropriate action to resolve differences.
- ***Provide disposition instructions to the Support Point for exhibits.*** Assure all disposition instructions relative to exhibits are accomplished using electronic mail, or message. Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M are applicable whenever materiel is directed for movement.
- During investigation of the PQDR, determine the scope of the deficiency (e.g., what other materiel, in addition to the reported quantity, is defective) by initiating screening actions and Support Point investigations as necessary.
 - If it is suspected that similar defective items are present in another Service's stock, contact the appropriate Materiel Screening Point(s) for assistance in determining the quantity defective.
 - Inform the Support Point of any increases/decreases in number of defective items.
 - As appropriate, alert activities and/or storage depots within the Action Point component of suspect materiel. Notify appropriate other Government Agencies to alert their activities/storage depots. Request suspension/screening of depot stocks, as appropriate.
 - When appropriate, provide other Screening Points of known military users with results of the investigation and the corrective action.
- Provide interim replies to the Screening Point 30 days after receipt of the PQDR and, thereafter upon the next due date, until a final response is provided. As a minimum, the interim replies should include the status of the investigation and an anticipated completion or due date of the next update.
- **Prior to PQDR closeout action, evaluate and identify the basic cause (root cause) of the problem** and the responsible party, e.g., contractor error or Government error (design, maintenance, or procurement errors).
- Determine and take corrective and preventive action on the root cause of the deficiency, for both contractor and Government attributable product deficiencies, based on evaluation of the investigation results.

- When the PQDR is considered to be the contractor's responsibility, and the item was source inspected, request the Deficiency Program Manager at the Contract Administration Office (**DCMA**) to investigate the deficiency in conjunction with the contractor and provide a corrective and preventive action response. If the PQDR is considered to be the contractor's responsibility and the item was not source inspected, request the contracting office responsible for the contract to have the contractor investigate the deficiency and provide a corrective and preventive action response. **If the investigation confirms that the PQDR was the contractor's responsibility, pursue cost-free repair, replacement, or reimbursement for the defective materiel.**
- When the PQDR is considered to be a technical data error, request the appropriate engineering element to provide a corrective and preventive action response to include a product improvement action. Implementation of the product improvement action is not necessary prior to closing the PQDR but replies should assure that procedures are established to prevent subsequent procurements from including the same technical data error.
- When the PQDR is considered to be a procurement deficiency, request the contracting officer review related contracting procedures and all active and proposed contracts for that item for like deficiencies and appropriate corrective and preventive action.
- When the PQDR is considered to be a maintenance error, request/recommend the responsible maintenance function take appropriate corrective and preventive action.
- Selectively notify other users of products reported to be defective and, when necessary, provide for the disposition of nonconforming materiel in stock and in use throughout the DoD/GSA system. This includes notification of Private Industry and non-DoD/GSA Governmental Activities, which shall be notified using the ALERT portion of the Government-Industry Data Exchange Program (GIDEP).
- Issue alerts as appropriate. Alert activities and/or storage depots within the Screening Points to alert their activities/storage depots. Request suspension/screening of depot stocks, as appropriate.
- Prepare and forward, to the Military Service Screening Point, which submitted the report, a final reply which includes:
 - Results of Support Point investigation, when applicable. (Inclusion of DLA Form 1227 is recommended for PQDRs investigated by DCMC.)
 - **Root cause** of reported deficiency, or reasons why the cause could not be determined.
 - Responsibility for the deficiency (e.g., contractor error, maintenance error, procurement error, design, or Technical Data Package error) as determined by the action point, or reasons why the responsibility could not be determined.
 - Extent and findings of the investigation.

- Actions taken to correct the existing deficiency including disposition of all defective materiel and actions taken to prevent recurrence of the deficiency.
 - Need for alert notifications or field bulletins, if applicable.
 - The severity classification (minor/major/critical) of the reported deficiency.
 - Comment regarding recommendation for credit. Credit adjustments for defective materiel shall be in accordance with DoD 4000.25-7-M, Military Standard Billing System (MILSBILLS) procedures or Service/Agency implementing regulations. If the deficiency is validated, and the items are unserviceable, credit shall be authorized.
- When appropriate, provide other Action/Screening Points of known military users with results of the investigation and the corrective and preventive action. Determine whether investigation results warrant notification under the GIDEP. Forward determination to the appropriate GIDEP activity for action.

Support Point Responsibilities

(Excerpt from SecNavInst 4855.5_, Product Quality Deficiency Report Program)

Note: The information provided in ***bold italics*** has been edited for unique Marine Corps procedures.

Support Point Investigation and Resolution of Product Quality Deficiencies. Each Component shall assist Action Points to investigate deficiencies upon request. Support Points will:

- Acknowledge receipt of investigation request to Action Point, along with date reply is due, within 1 day for a Category I PQDR and 10 days for a Category II PQDR. This can be accomplished concurrently with a request for exhibit.
- Request exhibit within 7 days after receipt of a PQDR when needed for the investigation. Unless otherwise provided, transportation costs for shipping an exhibit to the investigation point (e.g., contractor or other support point) will normally be the responsibility of the Government. When the exhibit was requested in support of the investigation, the contractor or other Support Point will be requested to provide the transportation costs for return of the exhibit.
- Conduct an independent investigation (scope and depth as determined from the total facts available in each case) to determine the ***root*** cause(s) of the reported deficiency and the corrective and preventive action necessary. Investigations and replies are required on reports citing either open or closed contracts.
- Request contractor(s) to conduct an investigation to determine the ***root*** cause(s) of the reported deficiency and the corrective action necessary.
- Evaluate the contractor(s) investigation report and proposed corrective action.
- On warranted materiel PQDRs, verify the contractor's evaluation of warranted product, particularly where liability is not acknowledged. When an action PQDR is submitted, assure proper conditions for submission of the PQDR by the Action Point are met. If acceptable, process PQDR in accordance with Service or Agency regulations. In case of conflict, contractually prescribed warranty provisions take precedence over the requirements of the directive and this instruction.
- Prepare and forward a final/interim reply to the appropriate Action Point for Category I PQDRs within 20 days if no exhibit is necessary, or within 20 days after receipt of an exhibit. Prepare and forward a final/interim reply to the appropriate action point for Category II PQDRs within 30 days if no exhibit is necessary, or within 30 days after receipt of an exhibit. Defense Contract Management ***Agency*** (DCMA) should use DLA Form 1227, Product Quality Deficiency Investigation Report (form, message, electronic facsimile or E-Mail format) for transmitting PQDR investigation results from manufacturing, maintenance, or overhaul facilities. Forward, as attachments to the DLA Form 1227, copies of any contractor generated letters, forms, test reports, or inspection records that document the PQDR investigation. Use of the DLA Form 1227 is not mandatory by GSA.

- The final reply to the Action Point shall include:
 - Cause of the reported deficiency including a determination as to responsibility for the deficiency.
 - Corrective and preventive action by the responsible activity.
 - Corrective and preventive action by the investigating Government office.
 - Evaluation of current assets including current production or stock. Statement of position as to repair/replacement of defective materiel.
 - Results of investigations conducted at manufacturing, maintenance-/overhaul facilities.
 - Recommended PQDR Summary Code.
- As an exception, and only when agreed upon by the two Component headquarters involved, investigation results and replies may be forwarded by the Support or Action Point directly to the report Originator. Copies of the correspondence will be provided to appropriate Action and Screening Points for data collection and analysis. **Investigation results and replies on Marine Corps PQDRs will be forwarded to the USMC PQDR Screening Point and not to the report Originator by the Support Point and Action Point.**
- Support points performing investigations shall provide management information feedback data to components identifying action point DoDAACs and RCNs related to PQDRs for which exhibits have been requested and not received.
- Receive disposition instructions for exhibits from the Action Point. In the event disposition instructions are not received by the Support Point by 30 days following a final investigation reply, a follow up may be conducted. If disposition instructions are not received within 30 days after the follow up, the Support Point will prepare or request the contractor to prepare a DD Form 1149, Requisition and Invoice/Shipping Document, identifying the transportation control number (TCN) related to the original shipment and return the exhibit to the place from which it was received and notify the action point of the shipment. In the event the exhibit is obviously scrap materiel or the contractor fails to return the exhibit, the plant clearance officer will be requested to effect disposition and disposal under FAR 45.6.

Qualifications and Procedures for Processing PQDRs

1. Responsibilities: PQDRs are initiated by the individual (PQDR Originator) who discovers a product quality deficiency and reports it to their Battalion, Squadron, or separate Company in the FMF, or other centralized Offices (Originating Point). The Originating Point, in turn, submits the PQDR to the Marine Corps PQDR Screening Point. PQDRs will be prepared and all deficient materiel shall be secured, segregated, and tagged with a properly completed DD Form 1575 (Suspended Tag-Materiel) and a DD Form 2332 (Product Quality Deficiency Report Exhibit) (Figure 1), per the current edition of MCO 4855.10_. Completion of DD Forms 1575 and 2332 are self-explanatory. Tagging the exhibit identifies the deficient materiel as a PQDR exhibit. If properly tagged, when disposition instructions are provided by the PQDR Screening Point, or a Recoverable Items Report (WIR) is submitted, the deficient materiel can be located and be used in the investigation of the reported deficiency.

2. Submission requirements: A PQDR shall be submitted on new, newly reworked Government-owned products, and for premature equipment failures, as a result of any of the circumstances listed below:

- a. A physical or operational condition constituting a hazard to personnel or materiel.
- b. A design of items or components, which impedes the proper operation, maintenance, or handling of the materiel or item.
- c. Faulty materiel or poor workmanship.
- d. Excessive wear or deterioration for the period of time and for the conditions under which the item was in use.
- e. Unsatisfactory operation or performance of equipment in the course of normal operations that fail to meet stated operational limits, not attributable to normal wear and tear or maintenance/ operator error.
- f. Circumstances other than those indicated herein, but considered to be related to deficiencies in materiel quality and not meeting the reporting criteria for other programs listed in the exemptions.
- g. Tactical systems computer software/firmware and documentation deficiencies.
- h. Items known to be under warranty as specified by special instructions contained in the Users Logistics Support Summary (ULSS), or Supply Instruction.

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT			
1. REPORT CONTROL NUMBER		2. DSN (TYMMPD)	
3. ORIGINATING ACTIVITY		4. SERIAL NO.	
5. REMARKS (Continued)		6. ITEM DESCRIPTION	
7. NAME (Last, First, Middle Initial)		8. PHONE (Exchange, Area Code)	

DD Form 2832, JUL 59

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT	
9. DSN EXHIBIT RELEASED (TYMMPD)	10. EXHIBIT RELEASED TO
11. REMARKS (Continued)	

DD Form 2832 REVERSE JUL 59

SUSPENDED TAG-MATERIEL	
12. DSN, DSN NO., AND ITEM DESCRIPTION	
13. INSPECTION DATE	
14. INSPECTION ACTIVITY	
15. GRADE OR AUTHORITY	
16. PERIOD OF LAST SR.	
17. PART OF	
18. NUMBER OF PARAGRAPHS	
19. DATED	
20. REMARKS	

U.S. GPO 1959-707-124

21

Exemptions

(Excerpt from MCO 4855.10_, Product Quality Deficiency Report (PQDR))

The following deficiencies are exempt from being reported:

- a. Receipt of overages, shortages, missing documentation, wrong item, packing, marking, and similar deficiencies on shipments, and items listed in Stock List 3 Master Component Lists. These shall be reported as a Supply Discrepancy Report (SDR), SF 364, per SECNAVINST 4355.18_.
- b. Foreign Military Sales items under the Security Assistance (SA) Program after conveyance of the title. Quality Deficiency data under the SA Program are properly reported on the SDR, SF 364.
- c. Materiel that fails because user-performed maintenance was inadequate or the materiel was operated improperly; or materiel that fails due to normal wear and tear.
- d. Class V(W) materiel deficiencies. These shall be reported per MCO 8025.1_.
- e. Nuclear weapons materiel deficiencies. These shall be reported per Navy SWOP 5-8.
- f. Transportation-type discrepancies, e.g., shortages, losses, or damages in transit, are reported on the Transportation Discrepancy Report, SF 361. These shall be reported per MCO P4610.19_.
- g. Accidental damage.
- h. Deficiencies found during qualification testing of materiel for acceptance by the Marine Corps or other government agencies, other than acceptance inspections and tests.
- i. Erroneous instructions or discrepancies found in the content of technical publications, which would jeopardize operation, maintenance, or performance of the item or equipment supported, shall be reported per MCO P5215.17_. (This excludes general typographical errors not affecting operation, maintenance, or performance.)
- j. Aeronautical equip deficiencies. These shall be reported per OPNAVINST 4790.2_.
- k. Subsistence items complaints. These shall be reported on a DD form 1608 per MCOs 10110.21_ and 10110.38_.
- l. Medical materiel complaints. These shall be reported on a Medical Materiel Complaint, SF-380, per Defense Logistics Agency Regulations (DLAR) 4155.28.
- m. Deficiencies involving products authorized for local base or station purchase which are reportable under local procedures to the contracting officer. This exclusion does not apply to local purchases where the original source was the GSA.
- n. Any unsatisfactory materiel condition, which is attributable to improper handling or deterioration during storage. Report per local procedures.

Processing Time Frames

Severity Category	Action and Time Frame for Response
-------------------	------------------------------------

Originator

Cat I	Forward the PQDR to the Originating Point within 24 hours after discovery of the defect.
Cat II	Within 3 days of discovery

Originating Point

Cat I	Notify the USMC PQDR Screening Point at LSMC via PDREP/EZ
Cat II	Within 3 days of discovery

Screening Point

Cat I	Acknowledge receipt to the PQDR Originator Point within 24 hours. Forward the PQDR to the Action Point within 24 hours after receipt.
Cat II	Acknowledge receipt to the PQDR Originating Point within 10 days. Forward the PQDR to the Action Point within 10 days of receipt.

Processing Time Frames

Action Point

Cat I	<p>Acknowledge receipt to Screening Point within 24 hours. Provide closing response to Screening Point within 20 days.</p> <p>If timeframe cannot be met, provide an interim response to the Screening Point within 20 days; the Interim should provide the current status of the investigation, and an anticipated completion date.</p>
Cat II	<p>Acknowledge receipt to Screening Point within 10 days. Provide closing response to Screening Point within 30 days.</p> <p>If timeframe cannot be met, provide an interim response to the Screening Point within 30 days; the Interim should provide the current status of the investigation, and an anticipated completion date.</p>

Support Point

Cat I	<p>Acknowledge receipt to Action Point within 24 hours. Provide closing response to Screening Point within 20 days.</p> <p>If timeframe cannot be met, provide an interim response to the Screening Point within 20 days; the Interim should provide the current status of the investigation, and an anticipated completion date.</p>
Cat II	<p>Acknowledge receipt to Screening Point within 10 days. Provide closing response to Screening Point within 30 days.</p> <p>If timeframe cannot be met, provide an interim response to the Screening Point within 30 days; the Interim should provide the current status of the investigation, and an anticipated completion date.</p>

PQDR General Preparation Instructions

General Instructions: The intent of these instructions is to highlight those blocks needing amplification for the data required. These data fields may differ between PDREP/ EZ PQDR, and the electronic PQDR form located on the USMC PQDR Screening Point website. It is important to provide as much information as possible. Based on the nature of the deficiency and source of items, complete research may not be possible if all blocks are not completed.

Please note the PDREP database has training links to get you started on creating and processing a PQDR. If at any time you need help please call (229) 639 9054, or send an email with your request to the PQDR inbox SMBLOGCOMPQDRsTracking@usmc.mil.

If you are entering the PQDRs via PDREP, some of this information will be auto filled.

Block 1a. FROM (Originator) – Enter the name and address of your Command or Activity, including the city, state, and Zip Code.

Block 1b. NAME/TELEPHONE NO./SIGNATURE – Enter the name of the PQDR Originator or Point of Contact, and the commercial and Defense Switching Network (DSN) telephone numbers and email. This poc will be the one responsible for fielding all email/phone requests from the screening point for clarification of information provided in the PQDR.

In block 03 enter the name phone and email of the MMO or any other pocs who might be helpful in working the PQDR at the Originator facility.

Block 02. NA

Block 03. DETAILS – Enter in this block:

- a. A comprehensive description of the conditions at the time of failure, any other pertinent information, the suspected cause (if known), and actions taken on the deficient materiel including disposition/status.
- b. Recommendations for correcting the reported defect. (Optional)
- c. A list of enclosures of any supporting documentation. Supporting documentation, e.g., photographs, sketches, should be attached.
- d. A list of references, if applicable.

e. IROAN VEHICLES/EQUIPMENT – Enter the following information in Block 03 for IROAN vehicles:

- (1) The number of cumulative hours, miles, or rounds from odometer reading or logbook.
- (2) The number of operating units since IROAN not entered in Block 7; e.g., hours, miles, rounds since IROAN.

Any information that might help in the processing of the PQDR, or that will not fit into the appropriate text fields on PDREP.

Block 4. DATE DISCOVERED – Enter the date the deficiency was discovered.
PQDR General Preparation Instructions continued...

Block 5. DEFECTIVE NSN – Enter the National Stock Number (NSN) of the item being reported defective. The Originating Point shall submit separate PQDRs for each different deficiency identified which meets the PQDR reporting criteria. Identical deficiencies of the

same item may be consolidated on one report. In those cases where one deficiency is either the cause or the result of another deficiency, the Originating Point shall report each deficiency separately and shall reference the other in each respective report for the purpose of facilitating the investigation by the Action Point. If the NSN is not available, the Commercial and Government Entity (CAGE) Code, listed in Block 7b, and Part Number, listed in Block 8, should be crossed to produce an NSN. If Part Number and CAGE do not match, leave Block 5 blank.

Block 6. NOMENCLATURE – Enter nomenclature for the defective item. If NSN is assigned, use standard DoD nomenclature. Also unit cost and unit cost and unit of issue.

Block 7. Operating time at failure example -- 40 hours/13miles etc.

Block 8. Deficient Item Part Number Enter the Part Number of the defective item. This should be the Part Number taken from the markings on the deficient item. It is part of MIL-STD-129 Markings and should be readily available on the item for identification. This number may also be found on the item or package markings. If the item is not marked or identified, and the NSN is not available, the Part Number can be taken from publications such as FEDLOG, TMs, SL4s, etc., but the remarks in Block 22 should state the Part Number was not on the item and should identify the publication the Part Number was taken from. Part Numbers are assigned by vendors and are unique to a particular vendor. Many Part Numbers may be procured but may never have been cataloged.

Block 9a. Manufacturer/Vendor CAGE Code This should be the CAGE Code taken from the markings on the deficient item(s). It is part of MIL-STD-129 Markings and should be readily available on the item for the Originator to identify. **9b** will auto-fill based on cage code entered.

Block 10. Quantity

a. RECEIVED – Enter the total number of items on hand or received. If the deficiency is peculiar to a specific lot or batch, enter the quantity in the lot or batch.

b. INSPECTED – Enter the number inspected.

c. DEFICIENT – Enter the number of items determined deficient as a result of the inspection. If a sample inspection determined the entire lot failed, enter the quantity in Block 10a and list actual inspection results in Block 03.

d. IN STOCK – Enter the number of additional items in stock with the same manufacturer or contract number at the facility reporting the deficiency. A thorough explanation of this quantity should be included in Block 03.

Block 11. Serial, Lot, or Batch number If the defective item has a Serial Number, or comes from a lot or batch, these numbers should be listed. Enter the appropriate number in this block and indicate whether the number represents the Serial, Lot, or Batch number. Additional numbers can be put in block 03.

Block 12a. Item: choose one

Block 12b. If item is overhauled, provide the date of overhaul and the facility that did the overhaul in block 3 of the PQDR. Example Barstow (MCB), Albany (MCB), Raytheon etc.

IROAN Vehicles/Equipment – Enter the number of operating units, e.g., hours, miles, rounds since IROAN. If more than one operating unit is reportable, hours have priority. Provide additional IROAN "Operating Time at Failure" requirements in Block 03 of PQDR form. On a vehicle procured by GSA, enter the calendar date when the vehicle was placed in service.

Block 12c. Last repair facility (dodaac or cage)

Block 13a. Contract Number It is very important to make every effort to provide a contract number .

Defective Replacement Items – If the defective item (listed in Block 6) is a defective replacement item, enter the Procurement Instrument Identification Number (PIIN), e.g., BOA, Contract Number, Purchase Order Number, etc., for the defective item. These numbers may be found on the item, package markings, or data plate.

Defective Original Equipment – If the defective item (listed in Block 6) is defective original equipment, enter the Procurement Instrument Identification Number (PIIN), e.g., BOA, Contract Number, Purchase Order Number, etc., for the PEI listed in Block 16a(1).

Defective Repair/Overhaul Items – A Contract Number should be entered if the PEI was repaired or rebuilt under contract.

Block 13b. Requisition Number Enter the original MILSTRIP requisition document number the item was received on from the Source of Supply (not from the Supply Management Unit (SMU)). **Note:** If credit is recommended action point will need the requisition number for credit. If a reconstructed document number is used, they will use a formula to calculate refund.

Block 13c. Purchase Order Number

Block 14. Government Furnished Matl The "YES" block should be checked ONLY if the equipment being reported deficient is Government Furnished Equipment/Materiel (GFE/M) that was furnished to a Contractor. Otherwise the "NO" block should always be checked.

Block 15a/b. Item Under Warranty Yes/No Check the appropriate block to indicate whether or not the deficient item is covered by an established (or formal) warranty. Applicable ULSSs, ALOs, SIs, etc., relate to formal warranties and should be checked to ensure the PQDR is being submitted per warranty instructions.

Block 16. End Item EIC/WUC/TAMCN Please provide end item tamcn, if a tamcn is not assigned or you cannot locate the tamcn, please type in notamcn

Block 17a/b/c/d. Next Higher Assembly Enter the NSN/ Nomenclature/Part Number/Serial Number of the NHA of the deficient item listed in Block 6. Only one NSN can be reported. Leave blank if an NSN is not assigned. The Part Number listed must be the Part Number identified for the NHA. Do not enter the Part Number from a publication, e.g., TM, SL4. Part Numbers are assigned by vendors and are unique to a particular vendor.

Block 18a/b/c/d. End Item NSN Enter the NSN/Nomenclature/TypeModel/Serial Number of the PEI (weapon system, item, or commodity) of the deficient item listed in Block 6. Only one NSN can be reported. Leave blank if an NSN is not assigned. Multiple serial numbers can be listed in block 03.

Block 19. Current Disposition of Deficient Item (the Exhibit) This is telling the screening point where the exhibit is at the time of PQDR submittal. Most times it should be "Holding" as defective items should be held for possible exhibit request. If other options are chosen, please explain that choice in block 3 of PQDR. Caution: Lack of exhibit can cause cancellation of investigation.

Block 20. Location of Deficient Matl (dodaac) There is a space for full address, including phone number of person holding matl. There is also a space for matl return address in case the exhibit or replacements are send from action point.

Block 21. Action Requested PDREP has a drop down for you to choose. Review carefully and select what you intend. For example if you are just submitting for informational purposes that is the first choice. Or the second choice is credit and full investigation. This helps the screening point understand your intentions for faster processing.

EXHIBIT CONTROL

Often it is imperative that the actual deficient item(s) in their deficient/failed condition be available to conduct an investigation. In these cases, actions should be taken to protect the failed item in its failed state. Control of the exhibit is necessary to ensure its availability if needed by the Action or Support Point for investigation. Even if the above exhibit control actions were not taken, e.g., the item was repaired and placed in service, still submit the PQDR. The PQDR establishes a deficient record against the item and, in some cases, may still result in corrective/preventive actions being taken to include reimbursement/credit.

Frequently Asked Questions

Q. Does item have to be a certain dollar value before I can submit a PQDR?

A. No. A PQDR shall be submitted for any of the circumstances listed in paragraph 7.b, MCO 4855.10_.

Q. What is a defect?

A. A defect is a nonconforming condition which limits or prohibits an item from fulfilling its intended purpose. Included are deficiencies in design, specifications, materiel, manufacturing, operation, and workmanship.

Q. How do I assign my RCN?

A. Normally the RCN is assigned and entered in Block 3 on the PQDR by the Maintenance Management Office (MMO) at each Command when the PQDR is received for review and validity. The RCN is a unique alphanumeric control number developed as follows: segment one (six places) is the DoDAAC of the originating DoD Activity; segment two (two places) is the calendar year; segment three (four places) is a sequential number starting with 0001 for each calendar year; e.g., M21820-04-0001. *(Please note: PDREP automatically enters the next consecutive RCN for the year)*

Q. Where can I find the manufacturer's name and code?

A. Identification of the manufacturer's code is the key to identifying the manufacturer of an item. The manufacturer's code is referred to as the CAGE Code, which stands for the Commercial and Government Entity Code. The CAGE Code is part of MIL-STD-129 Markings and should be available on the defective item for identification. It will either be stamped or printed on the item or identified on the data plate attached to the item. It is also usually identified on the item or package markings along with the name of the manufacturer. Do not enter the CAGE Code taken from publications, such as FedLog, TMs, SL4s, etc.

Q. Do I use the Part Number found on FEDLOG?

A. Only as a last resort. Part numbers are assigned by vendors and are unique to that vendor. Many part numbers may not have been cataloged. The Part Number should be taken from the markings on the deficient item. The Part Number is part of MIL-STD-129 Markings and should be readily available on the defective item for identification. It is usually stamped or printed on the item or identified on the data plate attached to the item. It is also usually identified on the package markings. If the item is not marked or identified and the NSN is not available, the Part Number can be taken from publications such as FEDLOG, TMs, SL4s, etc., but the remarks in Block 03 should state the Part Number was not on the item and should identify the publication the Part Number was taken from.

Q. Where do I find the contract number?

A. This depends on whether the defective item is a replacement that has been requisitioned, is original equipment, or is a repaired/rebuilt/overhauled item. However, every effort should be made to identify and report the contract number. The contract number will identify the Activity which procured the item. The first six digits of the contract identify the DoDAAC of the procuring Activity. Correctly identifying and reporting the contract number allows the procuring Activity to focus the investigation on the specific procurement actions that resulted in deficient items and determine the scope of the problem.

a. Defective Replacement Items: The contract number may be found in one of several areas. It may be found on the Manufacturer's Invoice (DD Form 250), or on the Requisition and Invoice/Shipping Document (DD Form 1149). It may also be found on the package markings or may be stamped/printed on the defective item. It may also be located on the defective item's data plate.

b. Defective Original Equipment: This is defective equipment received as part of a PEI, e.g., vehicle, radar set, etc., and subsequently became defective. When reporting defective original equipment, report the contract number for the PEI. The contract number will normally be found on the PEI's data plate.

c. Defective Repair/Rebuilt/Overhaul items: If the defective item was previously repaired, rebuilt, or overhauled under a contract, e.g., transmissions, the repair/rebuild facility will place a data plate on the item, which will provide the contract number. See Figure 4.

Q. Where do I find the requisition number?

A. The requisition number is normally found on the Requisition and Invoice/Shipping Document (DD Form 1149) or on the Issue Release/Receipt Document (DD Form 1348). The requisition number must be the number the item was received on from the Source of Supply, not from the Supply Management Unit (SMU). It may be necessary to contact your Supply Office or the SMU for this information.

Q. What is the difference in new, repaired, or overhauled?

A. A new item is materiel procured under contract from commercial or Government sources, manufactured by an in-house facility, or original equipment, which was received new. (not local purchase)

Repaired or overhauled is reworked materiel, which has been repaired, reworked, or modified by a military or commercial facility.

Q. If an item has been repaired, overhauled, or rebuilt, where do I get the date it was repaired, overhauled, or rebuilt?

A. Materiel that has been repaired, overhauled, or rebuilt will normally have a green tag (GPO #640-454) attached, or may have a metallic tag bonded to the item (Figure 4), which gives the date. Repair and return items will have a completed Inspection Tag (NAVMC 1018) attached which gives the date.

Q. What is Government Furnished Materiel (GFM)?

A. Materiel in the possession of or acquired directly by the Government and subsequently delivered to or otherwise made available to a contractor.

Q. Should I submit a PQDR if the warranty has expired?

A. Yes. The objective of the program is to identify all defective materiel so that action can be taken to prevent these deficiencies from recurring and to improve user satisfaction with Marine Corps materiel. A PQDR shall be submitted for any of the circumstances listed in paragraph 7.b., MCO 4855.10B.

Q. How do I know if an item is under warranty?

A. Items known to be under warranty will be specified in the special instructions contained in the Users Logistics Support Summary (ULSS) or in the Supply Instruction for the materiel being reported deficient. The warranty status may also be obtained by contacting the Marine Corps Inventory Manager.

Q. How many blocks do I check in Block 21a on the PQDR?

A. Check only the appropriate block that indicates the action requested. When none of the blocks indicate the action requested, check "Other" and identify the nature of the action requested in Block 22.

Q. How many blocks do I check in Block 21b on the PQDR?

A. Check only the appropriate block that indicates the action taken. When none of the blocks indicate the action or disposition taken, check "Other" and identify the nature of the action taken in Block 03.

Q. How much detail do I have to put in Block 22 on the PQDR?

A. You should give a comprehensive description of the reported defect to include the suspected cause, if known. You should follow the guidance provided in the preparation instructions in MCO 4855.10B, provided also on pages 9 – 14 of this publication, or on the USMC PQDR Screening Point website at <http://www.logcom.usmc.mil/pqdr>.

SERVICES

Q. Why should I fill out a PQDR and what can the PQDR Program do for me?

A. You should fill out a PQDR on each and every product quality deficiency listed in paragraph 7.b., MCO 4855.10B, provided also on page 2 of this publication, or in the PQDR Reporting Procedures and Criteria located on the USMC PQDR Screening Point website <http://www.ala.usmc.mil/pqdr>. Only in doing so can the objectives of the PQDR Program be met. Not only can action be taken to identify processes that result in supplying defective materiel, but also action can be taken to prevent these deficiencies from recurring. Additionally, restitution may be provided in the form of a replacement item, repair, or credit authorization.

Q. Where do I get assistance in filling out the PQDR?

A. You can ask for assistance from your Maintenance Officer/NCO, or Maintenance Management Officer (MMO)/NCO who normally serves as the Originating Point and has responsibility for ensuring validity, completeness, and accuracy of the PQDR. The members of the PQDR Screening Point Customer Deficiency Report Team are also available to assist you at DSN 567-5565/5160 or Commercial (229) 639-5565/5160.

Q. How can I find out the status of my PQDR?

A. Call a member of the Customer Deficiency Report Team at the PQDR Screening Point, or send an e-mail to SMBLOGCOMPQDRsTracking@usmc.mil requesting status.

Q. Why am I receiving an Acknowledgment?

A. The Acknowledgment e-mail is notification your PQDR was received by the PQDR Screening Point and provides:

(a) The name of the Activity that will conduct the investigation;

(c) The name of the Customer Deficiency Report Team member who has been assigned action on the PQDR.

The Acknowledgment Card will also tell you whether or not to hold the defective item as a PQDR exhibit.

Q. What type services does the PQDR Screening Point provide?

A. The PQDR Screening Point manages the PQDR Program for the Marine Corps. We are available to provide any assistance and/or service requested, from helping you fill out your PQDR to providing you with status of the investigation. We also provide special reports as requested, e.g., listing of PQDRs by AAC, defective item NSN, or principal end item NSN, etc.

Q. How long does it take to conduct an investigation?

A. That depends on several factors. SECNAVINST 4855.5B, which is the joint order used by all DoD services for PQDRs, specifies a time limit of 20 days for Category I PQDRs and 30 days for Category II PQDRs for the investigating activity from the date of their receipt. This time limit does not actually require completion of the investigation by that time, but only that the investigating activities at least provide an Interim Reply within that time frame. Also, if an exhibit is needed for the investigation, their time frame does not begin until receipt of the exhibit vice receipt of the PQDR. On the average, based on the complexity of the deficiency, it usually takes from 90 days to two years to complete all actions necessary to provide an inclusive PQDR closing reply. There have been instances when PQDRs remained open for up to eight years pending completion of all litigation actions. While time is important, it is more important to take whatever time is necessary to resolve the deficiency and for action to be taken to prevent recurrence of the deficiency. Sometimes an instruction (MI, TI, etc.) may have to be written and the PQDR investigation can't be closed until the instruction is published. However, we realize the importance of keeping our customers informed, and if the investigation can't be completed within the established time frames, the investigating Activity is required to provide an interim response, which provides the current status of the investigation and the anticipated completion date. When the PQDR Screening Point receives this information we try to always provide this information to our customers so they will be kept informed on the status of the investigation.

Q. Can I get a history of the PQDRs that have been submitted by my unit?

A. Yes. Call or send an e-mail to the Screening Point and request this information. We will provide it via e-mail.

CREDIT

Q. The final response to my PQDR authorized credit, but I have not received it. What should I do first?

A. Per DoD 4000.25-7-M (MILSBILLS), if credit was authorized and not received within 60 days, you should contact your fiscal section and they should submit a Request for Adjustment, DIC "FAE," to the billing office. If credit is not received within 45 days after submission of the "FAE," you should again contact your fiscal section and they should submit a Follow-up on Request for Adjustment, DIC "FAF."

Q. I have followed the instructions provided for receiving credit but credit still has not been received. What actions do I now take now?

A. Call or send an e-mail to the PQDR Screening Point, and state what actions you have taken to receive credit. We will contact the Office of the Comptroller at the Source of Supply. Generally this will resolve any problems with credit.

ACTION POINT (AP)

Q. Can I call the AP direct?

A. If your call is related to an ongoing PQDR investigation, it is the responsibility of the PQDR Screening Point to coordinate any actions with the AP. Since we have the responsibility to ensure adequacy of the final response, we must be aware of all actions taken during the course of the investigation. Therefore, we prefer that any contact with the AP be made through our Office during the course of an investigation.

Q. Should I ship exhibits to the AP if they call and ask me to do so?

A. **NEVER.** Refer them to the Marine Corps PQDR Screening Point. It is the responsibility of the AP to request all exhibits through the service's PQDR Screening Point. Our Office will initiate the request for exhibits through appropriate channels. If the exhibit is a controlled item, the exhibit movement request must be coordinated by the PQDR Screening Point with the Marine Corps Inventory Manager.

Q. If I receive a response to a PQDR directly from the AP, what should I do?

A. **NOTIFY THE PQDR SCREENING POINT IMMEDIATELY AND TAKE NO ACTION ON THE RESPONSE.** The responses may often provide modification instructions or a request to ship exhibits. Marine Corps equipment can't be modified without approval of the Marine Corps. This often requires an instruction (MI, TI, etc.) to be written and approved. As previously stated, all exhibits must be requested through the Marine Corps PQDR Screening Point.

Q. If the AP gives me instructions on filling out a PQDR, do I follow their instructions?

A. The information provided on a PQDR is information required for investigation and entry into the Product Data Reporting and Evaluation Program (PDREP) database. The information requested by the AP may not be sufficient to allow the Marine Corps PQDR Screening Point to conduct trend analysis, determine adverse quality trends, or to ensure appropriate warranty coverage. If you need help in filling out a PQDR, recommend you call the PQDR Screening Point or send your questions via e-mail to the PQDR Mailbox.

Q. How long do I hold my exhibits?

A. Exhibits shall be held 60 days from receipt of a PQDR Acknowledgment Card (or e-mail) from the PQDR Screening Point or until disposition instructions are received from the PQDR Screening Point.

Q. What happens if the exhibit has been repaired and the AP asks for the exhibits?

A. As previously stated, the AP should submit all requests for exhibits to the service's PQDR Screening Point. Exhibits will not be repaired within the 60 day holding time unless warranty or critical mission requirements dictate otherwise. In such circumstances, the Originating Point shall initiate appropriate action to retain evidence of the deficiency through photographs, testing, etc., that can be included with the PQDR to provide evidence of the deficiency.

Q. I received an exhibit request but no longer have it because I submitted a Recoverable Items Report (WIR) on the exhibit and shipped the exhibit per the disposition instructions provided in response to the WIR. What do I do now?

A. If the exhibits were properly identified with a DD Form 1575 (Suspended Tag-Materiel) and DD Form 2332 (Product Quality Deficiency Report Exhibit) as required by MCO 4855.10B, the exhibit can be located by the Marine Corps Inventory Manager and can still be shipped to the Activity requesting the exhibit. As stated in MCO 4855.10_, enclosure (10), all PQDR exhibits shall be secured/segregated from all other materiel by the PQDR Originating Activity and identified with the aforementioned tags. If it becomes necessary to submit a WIR because a replacement is required, the remarks section of the WIR should indicate a PQDR has been submitted. Upon receipt of the WIR by the Marine Corps Inventory Manager (IM), the IM will provide appropriate disposition instructions to insure the exhibit is placed in the appropriate condition code upon receipt and is available if required for the PQDR investigation.

OTHER DISCREPANCIES

Q. I received an item that is damaged. The shipping container is also damaged. Do I report this on a PQDR?

A. With the information provided, it appears the item was damaged during shipment and does not meet the reporting criteria as a PQDR. Recommend it be reported as a Transportation Discrepancy Report per DoD 4500.9-R.

Q. I received an item that was damaged due to improper packaging. Do I report this on a PQDR?

A. No. Discrepancies due to improper packaging should be reported to the Source of Supply on a Supply Discrepancy Report (SDR) per the current edition of SECNAVINST 4355.18_.

Rebuild Repair Tags

A QUALITY PRODUCT

REPAIRED
(AS REQUIRED)
BY: _____

INSPECTOR: _____

1-800-952-3352 ALBANY, GA.

REBUILT AT _____ DATE _____

MCLB ALBANY, GEORGIA _____

REBUILT BY (MC)³ _____

ALBANY _____

FINAL CHECK-OUT _____

FINAL INSPECTION _____

EQUIPMENT REBUILD PLATE

MCLB ALBANY, GEORGIA

CYL. _____ MAINS _____ RODS _____

DATE _____ JOB ORDER NO. _____

TWO SERIALS AND REP DIV ALB GA

REPAIRED (IROAN CONCEPT)
(MC)³ ALBANY _____

FINAL CHECK-OUT _____

FINAL INSPECTION _____

A QUALITY PRODUCT

REBUILT BY _____

INSPECTED BY _____

REPAIR DIVISION-ALBANY
1-800-952-3352
DSN 567-6845

QUALITY PRODUCT

REPAIRED
(AS REQ'D) BY _____

INSPECTED BY _____

(MC)³ - ALBANY, GA
1-800-952-3352

VEHICLE SER NO _____

REPAIRED (IROAN CONCEPT) CONDITION CODE _____

MCLB ALBANY, GEORGIA 31704

DATE _____ ODOM READING _____

Figure 2

Results & Benefits of PQDR Program

Improved Readiness, Operating Costs, and Maintenance Procedures

MIs, ECPs, and WS/EM Alerts Initiated

100% Inspection for Defective Stock

TIs and SIs Changed

Improved Weapons System Quality, Reliability, and Maintainability

Identification of Contractors Providing Defective Items

Restitution by Credit, Warranty, Replacement or Repair

USMC PQDR Screening Point

Mr. Vyreese Blanden
PQDR Program Manager
DSN 567-5172

PQDR Screening Point
Mailing Address

Marine Corps Logistics Command
Attn: Quality Assurance Office (L15)
814 Radford Blvd Ste 20330
Albany GA 31704-0330

Telephone Numbers

DSN: 567-
Commercial: (229) 639-9054
Fax 5505

Screening Point Web Site

<http://www.logcom.usmc.mil/pqdr>

PQDR Section E-Mail
Address

SMBLOGCOMPQDRSTRACKING@USMC.MIL

Help the Screening Point ...

- Provide as much info on your PQDR as possible
- Describe the deficiency in detail – What, When, Where, How
- Hold the Defective Items for Investigation until you get disposition instructions from the screening point